

Job Description
Missouri State Highway Patrol

Class Title: Office Support Assistant

Title Code: V00014

Effective Date: 02/16/07 (new)

Date Reviewed:

Date Revised:

Immediate Supervisor: As assigned.

Position Supervised: None.

FLSA Classification: Non-Exempt.

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is clerical and keyboard support work of moderate difficulty and complexity involving a variety of tasks requiring independent work decisions within established policies and timeframes. An employee in this class performs skilled keyboarding and clerical work of moderate difficulty and complexity, usually requiring familiarity with specialized terminology and/or various software packages. The variety of work differs among positions, but where duties are more structured, an employee is expected to complete tasks more independently. Work may involve providing training and guidance to new employees or acting as a lead worker or supervisor. Work is performed under the general supervision of a designated administrative superior; however, the employee works independently within established guidelines.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Types, utilizing a keyboard, and edits a variety of material, frequently involving technical or specialized terminology; transcribes from dictating equipment.

Reviews documents for accuracy, completeness and compliance.

Composes routine correspondence; proofreads and/or finalizes letters, memorandums, reports or other documents for approval and/or signature.

Establishes and maintains filing systems; prepares records for storage and/or archiving.

Prepares purchase and supply requisitions, personnel and/or payroll records, time and leave records, expense accounts, or other program or agency documents; arranges travel and accommodations; maintains equipment and supply inventory.

Processes and distributes mail according to established procedures; prepares material for mailing utilizing automated equipment when applicable.

Serves as receptionist or information clerk; determines purpose of contact; provides general information and assists in preparation of forms if needed; directs individuals to proper destination; receives and distributes messages, and schedules and/or arranges appointments as necessary.

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Prepares and summarizes data or reports from a variety of sources in accordance with specific instructions or procedures.

Enters and updates information in automated systems; develops routine spreadsheets and databases; utilizes various software packages in the performance of duties.

Operates standard office equipment.

Serves as a lead worker or supervisor providing guidance, direction and training to a small group of clerical employees; reviews work for accuracy, timeliness and compliance with instructions and procedures; evaluates employee performance as assigned.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of office practices, procedures and equipment.

Working knowledge of business math computations; and grammar, composition and spelling.

Working knowledge of computer information systems and software.

Skill in the use of a keyboard.

Ability to understand and follow directions.

Ability to establish and/or maintain moderately complex records; use coding and filing systems; and retrieve and compile data.

Ability to prepare spreadsheets and reports.

Ability to make and apply routine decisions in accordance with policies and procedures.

Ability to review documents for accuracy and completeness.

Ability to accurately complete assignments within specified timeframes.

Ability to serve as a lead worker or supervisor as assigned.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Six or more months of experience in clerical or general office support work; and possession of a high school diploma or a GED certificate. (Training from a vocational or business school in office management, secretarial science or closely related areas or coursework from an accredited college or university may be substituted on a month-for-month basis for the stated experience.)